NATIONAL UNSOLICITED IN-KIND DONATIONS MANAGEMENT SOLUTION USER GUIDE

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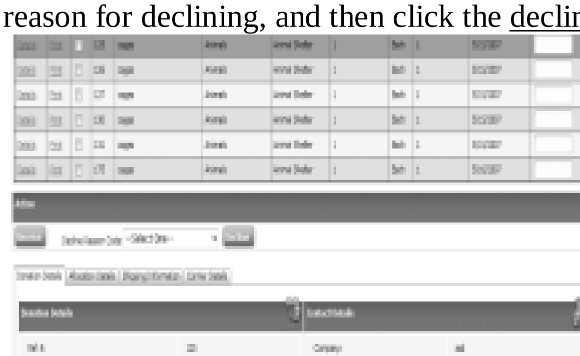
Recipients

Recipients must start by logging in. Access the website and then click the non-profit login link to the bottom left of the home page. This will take the recipient to the login screen where they must enter their user name and password. They can log out at any time by clicking the log out button to the top right of the screen. Notice that all columns can be organized hierarchically throughout these pages by clicking the header column title below. The recipient now has many options available to them.

a. Process Donations

New Donations

The recipient can browse through new donations by scrolling over the "Donation Inbox" header and then clicking "New Donations." To search see section 3 III b. After clicking search, all of the details will appear below. Scroll down to view. The recipient can view the details by clicking the word details. After checking the box, the recipient can view the details by clicking the donation details tab or allocation details tab below. Clicking on the tab will cause the information to appear below. If a recipient would like to receive a donation, check the box to the left of the donation information row, enter the quantity to accept at the right of the row, and then click the accept button. If a donation has been allocated to a recipient who does not want the donation, they must scroll over the "Decline Reason Code" text field, select a reason for declining, and then click the decline button.



Accepted Donations

To view accepted donations, scroll over the "Donation Inbox" and then click the word "Accepted Donations." The recipient can view the details by clicking the word details. After checking the box, the recipient can also view the details by clicking the Donation Details tab or the Allocation Details tab below. To coordinate transportation, view the information available by clicking the shipping information and carrier details tab. The recipient might need to enter address information under the shipping information tab. Also, they can view if transport is available under the carrier details tab. In addition, the recipient can “Decline” a previously accepted donation which returns the donation to the Administrator for reallocation.

Received Donations

To view received donations, scroll over the “Donation Inbox” and then click the words “Received Donations.” The recipient can view the details by clicking the word details to the left of the donation information row. After clicking details, the recipient can also view the details by clicking the donation details tab or allocation details tab below. To coordinate transportation, view the information available by clicking the shipping information and carrier details tab. All of this information is available for Print after clicking details by clicking the word print.

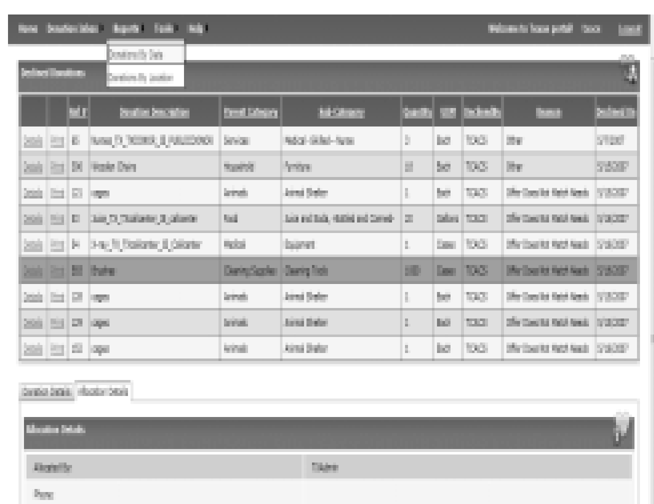
Declined Donations

To view declined donations, scroll over the “Donation Inbox” and then click the words “Declined Donations.” The recipient can view the details by clicking the word details to the left of the donation information row and information will appear below. After clicking on details, the recipient can also view the details by clicking the donation details tab or allocation details tab below. All of this information is available for Print after clicking details by clicking the word print.

b. Examine Donation details

Donations by Date

To view a report about donations and their related important dates scroll over the “Reports” header and click on the words “Donations by Date.” Notice that the date is the first column here in the report. The recipient can view the details by clicking the word details to the left of the donation information row and the information will appear below. Scroll down to view information. After



clicking details, the recipient can also view the details by clicking the donation details tab or allocation details tab below. All of this information is available for print after clicking details by clicking the word print.

Donations by Location

To view a report about donations and their related locations, scroll over the “Reports” header and click on the words “Donations by Location.” Notice that the address is one of the first columns here in the report. The recipient can view the details by clicking the word details to the left of the donation information row and the information will appear below. Scroll down to view. After clicking details, the recipient can also view the details by clicking the donation details tab or allocation details tab below. The recipient can also view the shipping information and carrier details tab to learn about the transportation information. All of this information is available for print after clicking details by clicking the word print.

c. Search donations

An easy way to quickly find the information a recipient would need is to scroll over the “Tools” header and click the “Search Donations” option. To Learn about the Search function go to section 3 III b. After clicking search, all of the details will appear below. The recipient can view the details of a donation by clicking the word details to the left of the donation information row. After clicking details, all of this information is available for print by clicking the word Print.

d. Export Reports

If a recipient would like to have a report in Excel for other use they can scroll over the “Tools” header and then click the type of report they would like to export. Recipients can export the following

reports:

1) New Donations
2) Accepted Offers
3) Received Offers
4) Declined Offers

All of these reports will be sent directly to an excel spreadsheet.

e. Change Password

The Recipient can change their password at any time by scrolling over the "Help" header and clicking "Change Password." The administrator will have to enter:

1) old password
2) the new password
3) click confirm .

In order to accept the changes, click the button change password. If an error was made click the button cancel to remove changes.

f. Non-Profit Help Center.

If a recipient has a question or needs support they can scroll over the header "Help" and click on the "Non-Profit Help Center." This will allow the recipient to submit any changes that need to be made or to address a problem that needs to be take care of. Recipients will start by entering all the necessary contact information. They will then have to list the severity of the issue so that the situation can be handled effectively. Recipients will also enter comments so that the support staff has a clear understanding of the issue. Finally, the recipient must click the submit button. They will receive a confirmation email for their case and support will contact the donor shortly.

Home
Donation Inbox
Reports
Tools
Help
Change Password
Non-Profit Help Center
Non-Profit Help Center
Click here for help
Welcome to the Non-Profit Help Center. If you have a question or need to notify us about changes concerning a donation please fill out the form below.
Name : brad watts
Email : brad_watts@aidmatrix.org
Telephone : 469-357-4015
Organization : aidmatrix
State you are supporting : FEMA
Donation Reference Number (if applicable) :
Severity : Severe: Cannot complete time-sensitive donation
Comments : Please hurry
Submit